



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 6194

| | | | | |
|-----------------------------|---------------------------------------|--------------|------------------------|---------------------------------------|
| SERIAL NUMBER 10/675,431 | FILING DATE 09/30/2003 RULE | CLASS 707 | GROUP ART UNIT 2161 | ATTORNEY DOCKET NO. 29516/38347 |
|-----------------------------|---------------------------------------|--------------|------------------------|---------------------------------------|

APPLICANTS

Terry Hamer, Naperville, IL;

** CONTINUING DATA ***** *dd*
 This appln claims benefit of 60/414,713 09/30/2002

** FOREIGN APPLICATIONS ***** *dd*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** SMALL ENTITY **
 ** 12/29/2003

| | | | | |
|---|---|-------------------------|-----------------------|----------------------------|
| Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no | STATE OR COUNTRY IL | SHEETS DRAWING 12 | TOTAL CLAIMS 84 | INDEPENDENT CLAIMS 8 |
| 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after | | | | |
| Verified and Acknowledged | Examiner's Signature <i>Chelise L. Davis</i> | Initials <i>CLD</i> | | |

ADDRESS
 04743
 MARSHALL, GERSTEIN & BORUN LLP
 233 S. WACKER DRIVE, SUITE 6300
 SEARS TOWER
 CHICAGO , IL
 60606

TITLE
 Managing changes in a relationship management system

| | | |
|------------------------------------|---|--|
| FILING FEE RECEIVED 1226 | FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following: | <input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) |
|------------------------------------|---|--|